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ABSTRACT

In spring 1992, Florida's Pensacola Junior College mailed the Two-Year College Form of the American College Testing (ACT) Student Opinion Survey to the 557 students who had earned an Asociate in Arts degree (AA), an Associate in Science degree, or certificate in fall 1991. The survey sought information on the graduates' reasons for selecting PJC, ratings of PJC at the time that they applied for admission, opinions regarding whether they would choose PJC again if starting college over, ratings of the "impressiveness of quality" at PJC, and satisfaction with services and programs. Survey results, based on usable responses from 39.9% (n=222) of the graduates, included the following: (1) the most commonly cited major reason for selecting PJC was convenient location, cited by 62.6% of the respondents; (2) 39.2% of the respondents indicated that they would definitely choose PJC if starting college again and another 38.7% indicated that they would probably choose the college; and (3) respondents were generally very satisfied with the college, with 80.6% rating PJC's educational quality as excellent or good. An appendix provides data on respondents' age; age by gender, full-/part-time status, and campus; gender; and race. (HAA)

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ED 409 028

ABSTRACTED DATA FROM THE ACT STUDENT OPINION SURVEY (2-YEAR COLLEGE FORM) PENSACOLA JUNIOR COLLEGE SPRING 1992

✦✦✦

Fall 1991 AA, AS, and Certificate Graduates
557 Graduates
557 Graduates Surveyed
222 Usable Forms Returned
39.86% Participation Rate

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INTRODUCTION. Following are data from the combined fall 1991 survey of PJC AA, AS, and Certificate graduating classes. All of these program graduates were surveyed and the college received an approximate 40 percent return using the ACT Student Opinion Survey (2-Year College Form). These data demonstrated a high level of satisfaction with the college and its programs.

DEMOGRAPHICS. The general personal characteristics of the 222 PJC graduates who responded to the survey questionnaire are found in the appendix at the end of this report.

STUDENT SATISFACTION AND PERCEPTIONS

REASONS FOR SELECTING PJC

Percent	Major Reason	Minor Reason	Not a Reason	Blank
Convenient Location	62.6%	19.4%	14.0%	4.1%
Offered Desired Courses	52.3%	28.4%	13.1%	6.3%
Low Cost	55.9%	21.6%	18.9%	3.6%
Work While Attending	43.7%	22.1%	28.4%	5.9%
Good Reputation	27.0%	33.8%	33.3%	5.9%
Social Atmosphere	5.9%	17.1%	71.2%	5.9%
College Size	16.7%	20.3%	58.1%	5.0%
Chance of Personal Success	26.6%	26.1%	41.9%	5.4%
Financial Aid	25.2%	18.0%	51.4%	5.4%
Advice of Relatives	10.4%	17.6%	65.8%	6.3%
Advice of H.S. Teacher, etc.	6.8%	5.9%	81.1%	6.3%
To be with Friends	2.3%	11.3%	79.3%	7.2%

Strong (⅓ or better as a "major" reason) reasons for attending PJC were convenient location, desirable course offerings, low cost, and ability to work while attending. Those selection reasons with weak responses (1/10th or less) were: to be with friends; advice of high school teacher, counselor, etc. (a surprising response); and the social atmosphere of the college. Perhaps more information should be provided both to relatives and high school personnel about PJC opportunities.

INDICATE YOUR RATING OF PJC AT THE TIME YOU APPLIED FOR ADMISSION

	All Students	Evening Students	Black Students
First Choice	78.8%	81.6%	63.2%
Second Choice	13.1%	10.2%	31.6%
Third Choice	2.7%	0.0%	5.3%
4th or more	3.2%	6.1%	0.0%
Blank	2.3%	2.0%	0.0%

PJC was about the first choice of four of five PJC graduates. However it was over 80% for evening students. But it was less than ⅗ for African American students, but was the highest (31.6%) of all groups for PJC as a second choice (which may have recruitment implications, though the total "n" was low at 19).

IF YOU COULD START COLLEGE OVER, WOULD YOU CHOOSE TO ATTEND THIS COLLEGE

Response	Percent
Definitely Yes	39.2%
Probably Yes	38.7%
Uncertain	9.5%
Probably No	8.1%
Definitely No	3.6%
Blank	0.9%

At least 77.3% would or probably would do so.

OVERALL IMPRESSIVENESS OF QUALITY AT PJC

	PJC	Milton	Pensacola	Warrington
Excellent	27.9%	27.8%	27.8%	26.9%
Good	52.7%	38.9%	52.3%	65.4%
Average	16.7%	27.8%	17.0%	7.7%
Below Average	1.4%	5.6%	1.1%	0.0%
Very Inadequate	0.5%	0.0%	0.6%	0.0%
Blank	0.9%	0.0%	1.1%	0.0%

General perception of college educational quality was excellent or good (80.6%).

SATISFACTION WITH STUDENT SERVICES

Service	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Blank	$\bar{x}$
Academic Advising	21.4%	40.5%	19.1%	12.1%	6.9%	0.0%	3.57
Personal Counseling	35.7%	35.7%	14.3%	7.1%	7.1%	0.0%	4.17
Career Guidance	31.4%	35.3%	19.6%	7.8%	3.9%	2.0%	3.84
Job Placement	12.2%	34.1%	26.8%	9.8%	14.6%	2.4%	3.20
Financial Aid	44.0%	33.6%	9.6%	8.0%	4.8%	0.0%	4.04
Intramurals	29.7%	48.6%	13.5%	2.7%	0.0%	5.4%	4.11
Library Services	37.7%	44.2%	10.6%	4.5%	2.0%	1.0%	4.12
Health Services	38.1%	23.8%	23.8%	0.0%	9.5%	4.8%	3.85
Tutorial Services	45.5%	25.0%	15.9%	4.5%	6.8%	2.3%	4.00
Student Employment	35.1%	32.4%	13.5%	8.1%	8.1%	2.7%	3.81
Food Services	20.5%	52.1%	17.8%	5.5%	4.1%	0.0%	3.79
Social Activities	24.2%	60.6%	12.1%	0.0%	0.0%	3.0%	4.13
Cultural Programs	40.5%	52.4%	4.8%	2.4%	0.0%	0.0%	4.31
Orientation Programs	16.0%	58.0%	17.3%	8.0%	5.3%	1.3%	3.66
Credit by Exam	33.3%	37.0%	18.5%	7.4%	0.0%	3.7%	4.00
Computer Services	44.9%	42.2%	5.4%	5.4%	0.7%	1.4%	4.27
Parking Facilities	9.4%	21.8%	18.3%	26.2%	23.3%	1.0%	2.68
Veterans Services	25.0%	50.0%	15.0%	10.0%	0.0%	0.0%	3.90

Satisfaction with student services was high. No real surprises were noted (except perhaps job placement and parking).

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SATISFACTION WITH:

Function/Program	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Blank	$\bar{x}$
Testing & Grading	30.6%	48.2%	11.3%	7.2%	0.0%	0.5%	4.05
Instruction	30.2%	47.7%	12.6%	5.0%	0.9%	0.5%	4.05
Study Major	30.6%	48.2%	11.3%	7.2%	0.0%	0.5%	4.05
Instructor Availability	31.1%	42.8%	18.0%	4.5%	0.5%	0.5%	4.03
Teacher Attitude	34.2%	47.7%	11.7%	4.5%	0.5%	1.4%	4.12
Course Variety	28.4%	51.4%	14.4%	4.1%	0.9%	0.5%	4.03
Class Size	37.8%	51.8%	7.2%	2.3%	0.5%	0.5%	4.25
Program Flexibility	26.1%	44.6%	16.7%	6.3%	0.9%	0.5%	3.94
Advisor Availability	17.6%	37.8%	29.3%	5.4%	2.7%	0.0%	3.67
Advisor Information	20.3%	30.2%	24.3%	9.9%	7.2%	0.5%	3.50
Program Challenge	22.1%	48.2%	22.5%	2.7%	1.4%	0.0%	3.90
Occupational Preparation	20.7%	43.7%	22.1%	5.4%	2.3%	0.5%	3.80
Admissions	15.8%	45.0%	23.4%	10.4%	4.1%	0.0%	3.59
College Information	18.0%	42.8%	26.1%	6.3%	3.2%	0.0%	3.69
Financial Aid Information	17.6%	28.4%	26.6%	7.7%	3.6%	0.9%	3.58
Staff Assistance	17.1%	42.3%	27.0%	5.9%	4.5%	0.5%	3.64
Catalog, etc.	33.8%	51.4%	11.3%	1.8%	0.9%	0.0%	4.16
Student Rules	22.5%	47.3%	24.8%	1.8%	0.5%	0.5%	3.93
Student Voice in College	9.0%	27.9%	40.5%	5.9%	3.6%	0.5%	3.38
Academic Policies	11.3%	25.7%	34.2%	2.7%	0.5%	0.9%	3.60
Activity Fees	5.9%	25.7%	39.2%	16.7%	5.4%	0.9%	3.11
Student Safety	18.0%	45.9%	28.4%	5.4%	0.5%	0.9%	3.77
Class Facilities	17.6%	62.6%	12.6%	5.9%	0.0%	0.5%	3.93
Shops/Laboratories	2.3%	9.0%	14.0%	0.0%	0.5%	0.0%	3.49
Business Laboratories	27.9%	37.4%	9.9%	0.9%	0.9%	0.0%	4.58
Laboratories	18.0%	44.6%	16.2%	4.1%	1.4%	0.5%	3.88
Athletic Facilities	9.9%	23.9%	16.7%	2.7%	0.5%	0.5%	3.75

Function/Program	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Blank	$\bar{x}$
Study Areas	19.8%	50.5%	14.9%	8.1%	0.9%	0.0%	3.85
Student Center	13.1%	32.4%	31.1%	3.2%	1.4%	0.0%	3.65
Bookstore	13.1%	54.1%	19.4%	7.7%	4.5%	0.5%	3.64
Facility Appearance	32.4%	52.7%	11.3%	2.3%	0.0%	0.5%	4.17
Registration Procedures	12.2%	46.8%	14.0%	17.1%	9.9%	0.0%	3.34
Course Time	15.8%	45.9%	16.2%	17.1%	5.0%	0.0%	3.50
Calendar	27.9%	57.7%	10.4%	1.4%	0.9%	0.5%	4.12
Fee Procedures	23.0%	56.8%	12.6%	4.5%	1.4%	0.0%	3.97
Individual Concern	14.0%	43.2%	29.3%	9.5%	2.3%	0.0%	3.58
Staff Attitude	14.9%	47.3%	25.7%	5.0%	2.7%	0.0%	3.70
Racial Harmony	20.3%	46.8%	26.1%	2.7%	0.5%	0.5%	3.87
Employment Opportunity	8.1%	21.6%	27.9%	2.7%	1.4%	0.0%	3.53
Activity Opportunity	11.3%	29.3%	34.2%	2.3%	0.9%	0.5%	3.61
SGA	4.5%	21.2%	41.0%	4.1%	2.7%	0.5%	3.28
Corsair	15.8%	35.6%	23.0%	5.9%	6.3%	0.5%	3.56
PJC in General	28.8%	55.0%	12.12%	3.2%	0.5%	0.0%	4.09

Some lines do not add to 100% due to a "does not apply" category
General and specific student satisfaction with the college is very positive. No area fell below 3.00 average (or "poor")

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APPENDIX

DEMOGRAPHICS OF GRADUATES WHO RESPONDED TO THIS SURVEY

AGE. The ages of these graduates at the time of survey (fall 1991) are as follows. (Note that there are rounding errors and blank data items that frequently prevent exact 100% counts.)

All Graduates	Percent in Each Age Group		Cumulative %
0-18	1.4%		1.4%
19	3.6%		5.0%
20	15.3%		20.3%
21	11.3%	66.8%	31.6%
22	7.7%	(0 - 29)	39.3%
23-25	12.6%		51.9%
26-29	14.9%		66.8%
30-39		21.2%	88.0%
40-61		12.2%	100.2%
62-Up		0.0%	100.2%
Unknown		0.0%	100.2%

The age at graduation reflects the complex and diverse nature of students in this comprehensive community college (part-time, full-time, and of a broad range of ages; plus enrollment in certificate programs (one year or less at full-time) and associate degree programs of two years if full-time). Yet the modal single year of graduation is at 20, is what might be expected of high school graduates who immediately enrolled at PJC after high school graduation, if eighteen at the time of high school graduation. No one graduated past 61, and 66.8% of these graduated from PJC were younger than thirty. The "older" group was significant at 33.4%. 21.2% 30 through 39 and 12.2% 40 through 61. If the "normal college age" graduates were said to be aged at 18 through 22 at graduation, then 39.3% would have been in this conventional group. So, it could be argued that the older "new students" group so often cited in the literature amounted to 60.7% or of the total group of graduates.

Males and females differed in age groups; with females slightly younger than males.

	Percentages	
	Males	Females
0 - 18	1.2%	1.5%
19	1.2%	5.1%
20	12.9%	16.8%
21	10.6%	11.7%
22	10.6%	5.8%
23-25	17.6%	9.5%
26-29	16.5%	13.9%
30-39	16.5%	24.1%
40-61	12.9%	11.7%
62-Up	0.0%	0.0%

Full and part-time students also differed in age groupings; with full-time graduates substantially younger than the part-time graduates.

	Percentages	
	Full-Time	Part-Time
0 - 18	1.6%	0.0%
19	6.4%	0.0%
20	20.2%	8.9%
21	14.4%	6.7%
22	5.6%	11.1%
23-25	12.8%	13.3%
26-29	11.2%	20.0%
30-39	18.4%	23.3%
40-61	8.8%	16.7%
62-Up	0.0%	0.0%

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There are also some differences in the ages represented by each campus: with the Milton campus having the youngest graduates, the Pensacola campus with the next oldest graduates and the Warrington campus with the oldest graduates.

	Percentages		
	Milton	Pensacola	Warrington
0 - 18	0.0%	1.1%	3.8%
19	5.6%	3.4%	3.8%
20	22.2%	16.5%	3.8%
21	27.8%	9.7%	7.7%
22	5.6%	8.0%	7.7%
23-25	11.1%	13.1%	11.5%
26-29	11.1%	15.9%	11.5%
30-39	11.1%	20.5%	34.6%
40-61	5.6%	41.9%	15.4%
62-Up	0.0%	0.0%	0.0%

GENDER: The sex of PJC graduates in the Fall of 1993 was:

	Percentages	
	Male	Female
All Graduates	38.3%	61.7%
Milton Campus	33.3%	66.7%
Pensacola Campus	42.0%	58.0%
Warrington Campus	19.2%	80.8%
Full-Time	41.6%	58.4%
Part-Time	34.4%	65.6%
Day Classes	39.0%	61.0%
Evening Classes	34.7%	65.3%
AA Graduates	33.9%	66.1%
AS Graduates	40.9%	59.1%

continued

	Percentages	
	Male	Female
African-Americans	31.6%	68.4%
Caucasians	36.7%	63.3%
Financial Aid Recipients	30.8%	69.2%
Worked 21 + Hrs./Wk.	42.3%	57.7%

These PJC graduates were over twice as many females as males. The Pensacola campus had more male graduates in terms of percentages than either Milton or Warrington. Full-time students are more likely to be female than male; and more, in terms of percentage, than either male or female part-time graduates; the same for females in day versus evening classes.

RACE. The ethnic or racial background of these graduates was as follows:

	Percentages						
	Black	Indian	White	Mexican	Asian	Hispanic	Other
All Graduates	8.6%	3.6%	79.7%	0.5%	4.1%	1.4%	0.0%